

Subject: All CPF E-mail – BEST Contact Center Closed 23 & 30 Dec 04 for Family Days

Sent: Monday, 20 Dec 04

The Air Force Personnel Center (AFPC) Commander has designated 23 and 30 Dec 04 as Family Days to recognize the importance of the family unit during this holiday season. On 23 and 30 Dec 04, Benefit and Entitlement Service Team (BEST) counselors will be given the opportunity to be with their families. Although employees will not have access to Benefit Counselors, employees will be able to access the BEST automated web system (http://www.afpc.randolph.af.mil/dpc/BEST_GRB/EBIS.htm) and the BEST automated phone system to conduct any business the automated systems allow. To access the BEST phone system, stateside employees will dial 1-800-616-3775 (press 2 for civilian, then 2 again for benefits and entitlements, and follow the prompts). Employees located in foreign areas will dial the toll-free AT&T direct access number for the country in which located, then 800-997-2378. We will have a voiced message on the system to alert employees that counselors are not available on 23 and 30 Dec 04.

As a reminder, the TSP Open Season will end on 3 Jan 05 rather than 31 Dec 04. When an open season ends on a holiday, it is extended through the first business day following the holiday. As a result, employees will be able to submit their TSP open season contribution elections through the BEST automated web (Employee Benefits Information System - EBIS) and BEST phone system through 3 Jan 05.

Happy Holidays!

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Division Chief, Benefits and Entitlements
Air Force Personnel Center